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Conference Program
(as of October 26, 2018 and subject to change)

Tuesday, November 13, 2018

5:00pm – 7:00pm  HCCN Task Force Meeting  Astor 3

Wednesday, November 14, 2018

9:30am – 11:00am  HPC1  Preconference Session: UDS Modernization – The Future of Health Center Data to Tell the Health Center Story  Grand Ballroom

This session will provide a brief update on the technical system enhancements for 2018 UDS reporting as well as plans for 2019/2020. It will also include a presentation of a conceptual plan for a test cooperative to support HRSA’s strategic needs and UDS modernization. PCAs, HCCNs, vendors, and health centers are encouraged to participate.

Presenter(s):
Suma Nair, PhD, MS, RD, Director, Office of Quality Improvement, Bureau of Primary Health Care/HRSA

11:00am – 4:00pm  Registration  Grand A Foyer

11:30am – 1:00pm  Lunch on your own

1:00pm – 3:00pm  HGS1  General Session: Policy Update  Grand Ballroom

The 2018 elections will significantly impact key leadership positions in Congress, state legislatures, and gubernatorial offices throughout the country and will directly impact the national health care debate and the health center policy agenda moving forward. In this session, political experts and Washington insiders will offer insights into the outcome of key races in both national and state elections, changes in congressional leadership, trends across state legislatures, and gubernatorial races. Discussions will center around potential shifts in health care priorities in Congress and state houses and the possible impact on health centers. Participants will weigh in on specific health center policy priorities, messaging, and grassroots strategy in this evolving political environment.

Keynote Speaker

Amy Walter
National Editor, The Cook Political Report

Reaction Panel:
Amy Jensen Cunniffe, Principal and Co-Founder, SplitOak Strategies LLC
Kristi Martin, MPA, Senior Vice President, Waxman Strategies
Clay Alspach, JD, Principal, Leavitt Partners LLC
3:00pm – 3:30pm  
**Break**  
Astor 1-2 and Astor Gallery

3:30pm – 5:00pm  
**Moving Forward the Health Center Policy Agenda**  
Following the discussion on the midterm elections, attendees will have the chance to connect with their colleagues on some of the latest trends across the states in the areas of Medicaid/CHIP, workforce, 340B, and funding. PCAs and HCCNs will share recent policy developments and promising practices, and explore strategies for moving priorities forward in the new state political environment.

Join the breakout discussion group of your choice!  
- **Medicaid/CHIP Discussion Group**  
  Grand Ballroom  
  St. Charles A  
- **Workforce Discussion Group**  
  St. Charles A  
- **340B Discussion Group**  
  St. Charles B  
- **Federal and State Funding Discussion Group**  
  Astor 3

5:30pm – 6:30pm  
**Welcome Reception**  
Astor 1-2 and Astor Gallery

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Thursday, November 15, 2018

7:00am – 8:00am  PCA and HCCN Communicators Breakfast (Invitation Only)  St. Louis

7:00am – 8:00am  Continental Breakfast  Astor 1-2 and Astor Gallery

7:30am – 4:30pm  Registration  Grand A Foyer

8:30am – 9:30am  **HGS2  General Session: Collective Impact Overview**  Grand Ballroom

Collective impact is a framework for solving complex social problems. It calls for multiple organizations or entities to come together under a common agenda for greater results. The 2018 PCA and HCCN Conference will take a collective impact approach to unite PCAs, HCCNs, and NCAs to develop promising solutions for the many challenges of a changing health care world. This morning’s session will provide an overview of the collective impact framework and introduce key concepts to consider throughout the next day and a half as we all work together.

**Keynote Speaker**

![Roderick King, MD, MPH](image)

**Roderick King, MD, MPH**  
Chief Executive Officer, Florida Institute for Health Innovation  
(formerly the Florida Public Health Institute) and  
Director and Assistant Dean, Public Health Education  
Department of Epidemiology and Public Health Sciences,  
University of Miami Miller School of Medicine

9:30am – 10:00am  Break  Astor 1-2 and Astor Gallery

10:00am - 5:30pm  **HSE1  Special Event: Enhancing the Value of PCAs and HCCNs Through Innovation (Preregistration Required)**  St. Charles B

Innovation, IT, and disruption without implosion! This day-long interactive workshop uses human-centered design and strategy tools to address innovation, human thinking, and implementation science. Start with a key understanding of our shared ecosystem and learning environment. Then roll up your sleeves and define the real problems facing your centers and communities—as well as the value of solving those problems. This work is steeped in the *Jobs-to-Be-Done Theory of Innovation*.

*Limited to the first 30 participants who register at [https://nachc.wufoo.com/forms/m8ljsnv1vg3gg1/](https://nachc.wufoo.com/forms/m8ljsnv1vg3gg1/). For more information, contact Ellen Robinson at erobinson@nachc.com.*

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HThA1 Understanding Return on Investment: When, Where, and How Do I Apply It to My Organization’s Efforts? 
Track: Paying for Value

Today’s competitive health care environment requires all organizations to demonstrate the long-term cost savings and health impact resulting from our efforts. This is especially critical for infrastructure support organizations like PCAs and HCCNs that do not deliver direct care to patients. The ability to calculate the true impact of those services can be challenging. Conducting an economic analysis, such as return on investment (ROI), can greatly assist PCAs and HCCNs in articulating their value.

This session will provide an overview of basic economic analysis principles as well as the how, when, and why to apply those principles in a PCA or HCCN setting.

Learning Objectives:
■ Examine the basics of ROI economic analysis and the critical factors to assess in an infrastructure support organization.
■ Outline the purpose, timing, and ways to conduct ROI analysis.
■ Compare and contrast various approaches to applying an ROI analysis to services provided by PCAs and HCCNs.

Facilitator: 
Kristine Gonnella, MPH, Director, Training and Technical Assistance, National Nurse-Led Care Consortium

Presenter(s):
Michael T. Halpern, MD, PhD, MPH, Associate Professor, Health Services Administration and Policy, Temple University College of Public Health
Alicia Suárez-Fajardo, Executive Director, Asociación de Salud Primaria de Puerto Rico, Inc.
Katia León-Baranda, Deputy Director, Asociación de Salud Primaria de Puerto Rico, Inc.
Jason Greer, Executive Director, Colorado Community Managed Care Network
HThC1  Establishing and Maintaining Traditional Versus Nontraditional Partnerships: Is There a Difference?  St. Charles A

Track: Building Capacity to Respond to Emerging Issues

As the health care landscape is continuing to change, there is a need to look beyond traditional partners and collaborations. Nontraditional partners may include a variety of organizations, agencies, foundations, for-profit corporations, and more. Session panelists will share experiences establishing nontraditional partnerships and address: prioritizing potential organizations, agreeing on partnership purpose/goal(s), outcome identification and measurements, mutual expectations, periodicity of reporting/touching base, and dealing with interorganizational conflicts. Time will be allotted for participants to share their experiences as well.

Learning Objectives:
- Define traditional versus nontraditional in the context of partnerships.
- Identify the benefits of seeking nontraditional partnerships.
- Understand why now is the right time to consider partnerships.

Moderator:
Malvise A. Scott, Senior Vice President, Partnership and Resource Development, NACHC

Presenter(s):
Janice Sherman, MPA, Chief Executive Officer, Mississippi Primary Care Association
Colleen Velez, Associate Director, Federal Technical Assistance, Corporation for Supportive Housing

12:00pm – 1:30pm  
HGS3  Lunch and Presentation of the 2018 Henry Fiumelli Patient Advocate Award  
Grand Ballroom

This award, established in 2008, is in recognition of Henry Fiumelli’s immeasurable contributions to the Health Center Movement as director of the Pennsylvania Forum for Primary Health Care. It honors outstanding staff members of NACHC-chartered State or Regional Primary Care Associations who exemplify passion and commitment to improving the care and quality of life for health center patients.

PCA and HCCN Updates:
- John McDonald, PCA Leadership Committee Chair
- Kirsten Platte, HCCN Task Force Committee Chair

2:00pm – 3:30 pm  
HThA2  Supporting Standardized Data Collection of Social Determinants of Health and Enabling Services Across Your State: Strategies and Tips from the Field  
Grand Ballroom

Track: Paying for Value

As providers are held accountable for costs and quality under value-based pay arrangements, it is increasingly important for health centers to demonstrate the socioeconomic complexity of their patients and what services they are providing (both clinical and nonclinical) to properly care for those complex patients. Standardized data on social determinants of health (SDH) and enabling services provide the foundation for health centers to succeed in a value-based pay environment by not only helping them address root causes of poor health, but also by highlighting the value of the health center model.

How can PCAs and HCCNs support their health centers with the critical activities of collecting standardized data on SDH and enabling services? This session provides the opportunity to learn from the experiences of your PCA and HCCN colleagues as well as NCA experts in supporting health center members with SDH and enabling services data collection using tools such as PRAPARE and the Enabling Services Accountability Project.
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Learning Objectives:

- Compare and contrast different T/TA approaches, used by peers, for supporting your health center members with PRAPARE SDH work and enabling services data collection.
- Identify innovative ways to align PRAPARE SDH work with complementary initiatives occurring in your state.
- Apply tools and resources to support your health center members with standardized SDH and enabling services data collection.

Moderator:
Michelle Jester, MA, PMP, Deputy Director, Research, NACHC

Presenter(s):
Carly Hood Ronick, MPA, MPH, Senior Manager, Social Determinants of Health, Oregon Primary Care Association
Cindy Keltner, MPA, Deputy Director, Health Center Transformation, California Primary Care Association
Albert Ayson, Jr., MPH, Senior Program Manager, Training and Technical Assistance, AAPCHO
Rosy Chang Weir, PhD, Director, Research, AAPCHO
Kristen Stoimenoff, MPH, Interim CEO, Health Outreach Partners

NCA FEATURED

HThB2 Better Together Than Alone: Integrating Oral Health and Primary Care Through Partnerships Between NCAs, PCAs, and HCCNs

Track: Improving Quality of Care

Since 2015, HRSA has prioritized encouraging collaboration and joint activities between the entities HRSA funds to provide training and technical assistance to health centers, including NCAs, PCAs, and HCCNs. These partnerships have resulted in many unique and innovative programs that have increased communication between organizations, decreased duplication of services, and improved quality of care for the patients they serve.

This session will describe the relationships and activities of HRSA’s oral health NCA grantee, the National Network for Oral Health Access (NNOHA), and several PCAs and HCCNs in the areas of UDS measures, quality improvement, integration of oral health and primary care practice (IOHPCP), and effective dental program operations.

Learning Objectives:

- Understand how HRSA has encouraged collective impact to improve quality of care and oral health outcomes for health center populations.
- Describe an oral health activity your organization could implement in collaboration with an NCA.
- Identify the value of having a member of your PCA/HCCN team, with oral health in their portfolio, to work with health centers to advance the integration of oral health and primary care.

Moderator:
Donald L. Weaver, MD, Senior Advisor, Clinical Workforce, NACHC

Presenter(s):
Irene V. Hilton, DDS, MPH, FACD, Dental Consultant, National Network for Oral Health Access
Melody Martin, Director, Development and Training, Kansas Association for the Medically Underserved

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**Track: Building Capacity to Respond to Emerging Issues**

Health care organizations are often part of a community's first response team in a time of crisis. It is important to understand the role emergency management plays in the business model and strategic plan. During this session, a panel of experts will provide tools and strategies to be prepared before, during, and after there is a disruption in operations.

**Learning Objectives:**
- Implement the CMS rule in the operational workflow.
- Develop an actionable contingency and recovery plan.
- Design a staffing model to ensure continuity of operations.
- Assemble an internal team to deploy a communications plan to stakeholders.

**Moderator:**
April Lewis, Director, Health Center Operations, NACHC

**Presenter(s):**
Alejandro (Alex) Romillo, President and CEO, Health Choice Network  
Tina Wright, Director, Emergency Management, Massachusetts League of Community Health Centers  
Adam J. Bullian, JD, Director, QIP Solutions  
Darielys Cordero, MPH, DrPhc, Project Manager - Zika Response, Asociación de Salud Primaria de Puerto Rico, Inc.

3:30pm – 4:00pm  
**Break**  
4:00pm – 5:30pm  

**HThA3**  Advancing the Operational and Financial Strength of Health Centers  
**Track: Paying for Value**

This session will focus on the evolution of the Advancing Financial Strength (AFS) program in Los Angeles, which launched in 2015. AFS is a technical assistance program that provides health center staff, from all levels of the organization, with financial and operational benchmarking assistance, tools, and training. We will discuss how Capital Link and Community Clinic Association of Los Angeles County (CCALAC) collaborated to assist health centers in gaining long-term capacity and financial sustainability by: (a) building upon the knowledge and skills taught in initial sessions and adding advanced topics, data analysis, and tools while retaining the basic structure of the program; (b) enhancing the content according to industry needs and member requests; (c) responding to uncertain market conditions and the movement toward value-based care; (d) expanding the audience from the C-Suite initially to directors/managers and others to allow for better implementation at health centers; and (e) engaging members over a three-year period for greater impact on organizational success.

**Learning Objectives:**
- Demonstrate the process to modify the scope of a health center training program when responding to the changing marketplace and client needs.
- Create innovative and relevant training programs that promote increased participation.
- Apply strategies for a team-based approach to achieve financial and operational excellence.

**Presenter(s):**
Louise McCarthy, MPP, President and CEO, Community Clinic Association of Los Angeles County  
Susan Petrie, MBA, Chief Operating Officer, Capital Link
HThB3  PCAs as Leaders in Their States for Substance Use Disorders and Behavioral Health

Track: Improving Quality of Care

This session will highlight the results of NACHC’s work on the current state of reimbursement and policy for Substance Use Disorders (SUD) and Behavioral Health (BH) at the state level. In addition, discussion will focus on the role of PCAs in developing key external partnerships for health centers and families facing the SUD epidemic. The role of race, stigma, culture, and value in developing patient and family-centric services will be highlighted, as well as current research, data, and trends.

Learning Objectives:
- Understand the reimbursement and policy considerations for SUD and BH at the state level.
- Discuss the role of PCAs in developing partnerships to support SUD work.
- Consider the role of race, stigma, culture, and value in developing services to address SUD and BH.

Moderator:
Susan Dargon-Hart, LICSW, Vice President, Clinical Health Affairs, Massachusetts League of Community Health Centers

Presenter(s):
Kima Joy Taylor, MD, MPH, Anka Consulting LLC

Discussant(s):
Sonja R. Fuqua, PhD, RN, PCMH CCE, Director, Clinical Quality, Community Health Center Association of Mississippi

HThC3  Raising All Boats: Driving Performance Improvement in Your Organization and with Your Health Center Customers

Track: Building Capacity to Respond to Emerging Issues

Driving performance improvement within your PCA or HCCN, and with the health centers you serve, requires a clear understanding of performance expectations and the competencies required to achieve and exceed those expectations. This session will provide examples of how a PCA and HCCN are using data, competency building, and other innovative approaches to build a culture of continuous performance improvement that promotes agility in the face of ever-changing priorities and emerging issues.

Learning Objectives:
- Examine the nuances of core competencies for executive leaders in PCAs and HCCNs in order to advance organizational performance improvement.
- Outline BPHC’s performance expectations of PCAs and HCCNs relative to Operational Site Visit findings.
- Compare and contrast various approaches to organizational performance improvement as currently practiced by PCAs and HCCNs.

Facilitator:
Allison Coleman, MBA, Chief Executive Officer, Capital Link

Presenter(s):
Tracey Orloff, MPH, Director, Strategic Partnerships Division/OQI, Bureau of Primary Health Care/HRSA
Cheri Rinehart, President and CEO, Pennsylvania Association of Community Health Centers
Sarah Wachs, MPA, Vice President, Operational Excellence, OCHIN

6:30pm – 9:30pm

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Friday, November 16, 2018

7:30am – 9:30am Registration
Grand A Foyer

8:00am – 9:00am Networking Breakfast
Grand Ballroom
This breakfast will provide PCAs, HCCNs, and NCAs with the opportunity to network and learn from one another. Each table will focus on a curated topic led by a peer representative from either a PCA, HCCN, or NCA. Peer leaders will be selected in advance for their ability to share an innovation or promising practice in the specific area of interest. The goal of each table will be to discuss innovation, opportunities, challenges, data and objective measures, and scalability with guiding questions provided to aid the conversation.

Guiding Questions:
1. Describe an innovative or promising practice in the area of ________.
2. What factors created the opportunity for this activity?
3. What challenges did you face and how did you overcome them?
4. What objective measures were collected or could be collected to demonstrate the value of the activity described?
5. How can PCAs/HCCNs/NCAs partner to bring this practice to scale?

Proposed Table Topics:
- Telehealth: Policy and Operations
- Workforce/Auto-HPSAs
- Building Health Center Boards’ Financial Acumen
- Leadership Development/Adaptive Leadership
- New PCA/HCCN Executives
- Implementing Clinically Integrated Networks
- 340B/Pharmacy Operations
- Medicaid Waivers/State Plan Amendments
- Health Center Program Compliance
- Operational Site Visits for PCAs, NCAs, and HCCNs
- Precision Medicine
- Behavioral Health and Substance Use Disorder Integration

9:00am – 9:15am Break
Grand Ballroom Gallery

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**Friday, November 16, 2018, continued**

9:15am – 12:15pm  **HGS4  General Session: HRSA Update and Facilitated Discussion with BPHC Senior Staff**  
Grand Ballroom

**Keynote Speaker**

Jim Macrae, MA, MPP  
Associate Administrator  
Bureau of Primary Health Care  
Health Resources and Services Administration  
U.S. Department of Health and Human Services

The Bureau update on the Health Center Program will include the FY 2019 budget, program compliance, and performance reporting. Following this brief update, a facilitated conversation with attendees will focus on envisioning the ideal health center in 2025 and how they (from their respective areas) can contribute to this concept.

**Key questions include:**

1. What are the key attributes of an ideal health center in 2025? Consider this question in the following broad areas: Workforce, Financing, Operations/Care Delivery Model/Infrastructure, and Outcomes.
2. What is the role of each of the following strategic partners: State/Regional PCAs, HCCNs, and NCAs in achieving the ideal health center in 2025?
3. How can we best work together to develop a learning health center system to support the ideal health center in 2025?

10:30am – 11:00am  **Break**  
Grand Ballroom Foyer

12:15pm – 12:30pm  **Conference Wrap-Up**  
Grand Ballroom

1:30pm – 3:30pm  **NACHC Board of Directors Meeting**  
Astor Ballroom
Key to Moderators and Presenters

Alspach, Clay - HGS1
Ayson, Jr., Albert - HThA2
Bullian, Adam J. - HThC2
Chang Weir, Rosy - HThA2
Coleman, Allison - HThC3
Cordero, Darielys - HThC2
Dargen-Hart, Susan - HThB3
Falcone, Adam - HThB1
Fuqua, Sonja R. - HThB3
Gonnella, Kristine - HThA1
Greer, Jason - HThA1
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Jensen Cunniffe, Amy - HGS1
Jester, Michelle - HThA2
Keltner, Cindy - HThA2
King, Roderick - HGS2
León-Baranda, Katia - HThA1
Lewis, April - HThC2
Macrae, Jim - HGS4
Martin, Kristi - HGS1
Martin, Melody - HThB2
McCarthy, Louise - HThA3
McDonald, John - HGS3
Nair, Suma - HPC1
Orloff, Tracey - HThC3
Petie, Susan - HThA3
Platte, Kirsten - HGS3
Rinehart, Cheri - HThC3
Romillo, Alejandro (Alex) - HThB1, HThC2
Scott, Malvise A. - HThC1
Sherman, Janice - HThC1
Stoimenoff, Kristen - HThA2
Suárez-Fajardo, Alicia - HThA1
Taylor, Kima Joy - HThB3
Todd, Aaron - HThB1
Velez, Colleen - HThC1
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The National Association of Community Health Centers would like to thank the following committee members. Your time and efforts are appreciated!

**PCA Leadership Committee**

- **John McDonald (Chair),** Arizona Alliance for Community Health Centers
- **Ben Money (Vice Chair),** North Carolina Community Health Center Association
- **Denise Cyzman,** Kansas Association for the Medically Underserved
- **Bruce Gray,** Northwest Regional Primary Care Association
- **Jillian Hudspeth,** New Jersey Primary Care Association
- **Jim Hunt,** Massachusetts League of Community Health Centers
- **Tess Stack Kuenning,** Bi-State Primary Care Association
- **Philip Morpew,** Indiana Primary Health Care Association
- **Dee Porter,** Oklahoma Primary Care Association
- **Cheri Rinehart,** Pennsylvania Association of Community Health Centers
- **Shelly Ten Napel,** Community HealthCare Association of the Dakotas

**HCCN Task Force Leadership Team**

- **Kirsten Platte (Chair),** Community Health Access Network, Inc.
- **Diana Erani (Vice Chair),** Massachusetts League of Community Health Centers
- **Jason Greer (Vice Chair),** Colorado Community Managed Care Network
- **Susan Ault,** Idaho Primary Care Association
- **Diane Gaddis,** Community Health Centers Alliance, Inc.
- **Louise McCarthy,** Community Clinic Association of Los Angeles County

**2018 PCA/HCCN Conference External Planning Committee**

- **Gerreluda Davis,** Louisiana Primary Care Association, Inc.
- **Christine Foerstner,** Louisiana Primary Care Association, Inc.
- **Kirsten Platte,** Community Health Access Network, Inc.
- **John McDonald,** Arizona Alliance for Community Health Centers
- **Libby Thurman,** Tennessee Primary Care Association
OCHIN provides technology, data analytics, research, and support services for community health centers nationwide:

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- Security and Compliance
- Social Determinants of Health
- Quality and Process Improvement
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- Clinical Informatics and Reporting
- Billing and Revenue Cycle

Please visit the OCHIN table to learn more.
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**National Association of Community Health Centers**

The National Association of Community Health Centers (NACHC) is the leading membership organization representing the nation’s network of community-based health centers. Through NACHC, health centers have direct access to benefits and services tailored specifically to their needs and unique environments. Stop by to learn more about NACHC and discover some of our new and exciting benefits, products, programs, and services.

Maurice Denis, 7501 Wisconsin Ave., Ste. 1100W, Bethesda, MD 20814
Phone: (301) 347-0400 Email: mdenis@nachc.com
www.nachc.org

**Community Health Ventures**

Community Health Ventures (CHV), offering the Value in Purchasing (ViP), Value in Staffing (ViS), Value in Laboratory (ViL), Value in Benefits (ViB), Value in Dental (ViD), and 340Better programs, is the only NACHC-endorsed National Group Purchasing Program. Come visit us and see how to get discounted pricing for your staffing, medical, dental, office supplies and services, capital equipment, and injectibles. ViP, ViS, ViL, ViB, ViD, and 340Better partners offer the deepest discounts and the best products and services supporting community health centers.

Danny Hawkins, 211 N. Union St., Ste. 200, Alexandria, VA 22314-3002
Phone: (703) 684-3982 Email: djhawkins@nachc.com
www.communityhealthventures.com

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FQHC Germane understands the challenges facing health centers and PCAs during this time of change and uncertainty.

We offer the following **PCA Services** to help you better serve your members:

- Member Training & Presentations
- Health Center/Teaching Hospital Partnerships
- Dental Program Development & Operations
- Fiscal/Operational/Strategic Planning
- Credentialing & RCM Assistance
- Clinically Integrated Networks
- Medicaid & Medicare Consulting
- OSV Preparation

For more information, visit us at [www.FQHC.org](http://www.FQHC.org).
Leader Sponsors

**BKD, LLP**

As a top-tier CPA and advisory firm, BKD, LLP helps community health centers nationwide with unique financial issues. BKD National Health Care Group provides audit, tax, and accounting outsourcing; operations consulting; cost-report preparation; strategic positioning; and Medicare and Medicaid, and third-party payer reimbursement consulting to thousands of health care providers including approximately 250 CHCs. Experience objectivity and peace of mind from a firm with resources that bring insight and understanding to improve business performance.

Jeff Allen, 910 E. St. Louis, Ste. 200, Springfield, MO 65806
Phone: (417) 865-8701 Email: jeallen@bkd.com
www.bkd.com

**Centene Corporation**

Centene Corporation, a Fortune Global 500 company, is a diversified, multinational health care enterprise that provides a portfolio of services to government-sponsored health care programs, focusing on underinsured and uninsured individuals. Many receive benefits provided under Medicaid, including the State Children’s Health Insurance Program, as well as Aged, Blind or Disabled, Foster Care, and Long-Term Care in addition to other state-sponsored programs, including Medicare. Centene operates local health plans, offering a range of health insurance solutions.

Kristina Ingram, 7700 Forsyth Blvd., Ste. 400, St. Louis, MO 63105
Phone: (314) 619-9152 Email: kingram@centene.com
www.centene.com

**McKesson Medical-Surgical**

McKesson Medical-Surgical is pleased to continue our support of community health centers and NACHC. We’re committed to helping CHCs deliver on the Triple Aim by delivering the products you need, when you need them. We offer tools that help you manage costs and enhance patient care – while providing insights and expertise to navigate the changing world of health care. We deliver the right products and right solutions to address today’s challenges, while preparing you for tomorrow.

Kathryn Gray, 9954 Mayland Dr., Richmond, VA 23233
Phone: (804) 553-2241 Email: kathryn.gray@mckesson.com
mms.mckesson.com/chc

**NextGen Healthcare**

NextGen Healthcare helps community health centers improve collaborative coordinated care, patient engagement, and outcomes with integrated technology solutions for medical, dental, and behavioral health. We empower CHCs to nurture measurably healthier communities at lower cost for success in new value-based care models. Cost-effective solutions and expertise include integrated EHR, practice management, interoperability, patient engagement and population health, care management, and analytics, as well as revenue cycle billing, collections, claims, and managed cloud services.

Tom Farmer, 795 Horsham Rd., Horsham, PA 19044-1208
Phone: (215) 657-7010 Email: tfarmer@nextgen.com
www.nextgen.com/chc
OCHIN is a nonprofit health care innovation center designed to provide knowledge solutions that promote quality, affordable health care for all. As one of the largest and most successful health information and innovation networks, serving hundreds of organizations and 10,000+ clinicians nationwide, our Health IT solutions improve integration and delivery of health care services across a variety of practices – with an emphasis on safety-net clinics, small practices, and critical access and rural hospitals.

Ilene Erickson, 1881 SW Naito Pkwy., Portland, OR  97201
Phone: (503) 943-2500   Email: ericksoni@ochin.org
www.ochin.org

Silver Sponsors

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CareMessage is a mobile patient engagement platform designed to decrease the administrative burden on providers by improving the patient experience, health literacy, and self-management for underserved patient populations, all while reducing the operational cost of care. CareMessage’s platform is used predominantly by FQHCs reaching 1.8 million patients through appointment reminders, interactive health education programs, direct messaging, group outreach messages, and robust analytics.

Christine Chang, 332 Pine St., 3rd Fl., San Francisco, CA  94104
Phone: (650) 291-0166   Email: cchang@caremessage.org
www.caremessage.org

Patient Engagement with CareMessage

Fill Gaps in Care
Send automated messages to patients about scheduling screenings, getting their flu shot, enrolling in Medicaid or ACA, and attending clinic events and classes.

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Address the unique challenges underserved patients face with bi-directional messaging written at a 4th-6th grade reading level.

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Empower your patients to make incremental health and lifestyle changes by enrolling them in CareMessage’s Health Education Programs.

Learn more about our work with 200+ FQHCs, health centers, and health systems: caremessage.org
eClinicalWorks

eClinicalWorks helps more than 800 health centers nationwide deliver affordable, evidence-based care with online booking, patient communication, referral management, hospital interoperability, dental, behavioral and mental health, and Population Health. We cover sliding-fee schedules, UB04 billing, Uniform Data System (UDS) reports, Ryan White Reporting, Title X Family Planning, and Social Determinants of Health.

Kelli Smith, 2 Technology Dr., Westborough, MA 01581
Phone: (508) 836-2700       Email: sales@eclinicalworks.com
www.eclinicalworks.com

Gerane Solutions

Gerane Solutions is an industry-leading national consulting firm providing expertise in graduate medical education, public health, and the Community Health Center Program. The FQHC Gerane team, a specialized division of Gerane Solutions, brings decades of multifaceted FQHC experience to a variety of clients in the health care industry, including FQHCs, Look-Alikes, PCAs, hospital systems, behavioral health centers, academic institutions, health departments, clinically integrated networks, and medical practices. For more info about our services, visit www.FQHC.org/what-we-do/.

Steve Weinman, 10552 Success Ln., Ste. A, Dayton, OH 45458
Phone: (239) 850-1754  Email: sdweinman@fqhc.org
www.fqhc.org

SMC Partners, LLC

SMC Partners is an information technology, business process, and human performance solution company serving health and human services organizations. We help Federally Qualified Health Centers achieve positive community outcomes through internal performance improvement and partnerships with other health care and social services agencies. Clients improve the quality of their services and grow their patient bases with financially sustainable models. By developing partnerships, building technology bridges, and delivering innovation, we improve health care, one project at a time.

Bill Franz, 10 Columbus Blvd., 9th Fl., Hartford, CT 06106
Phone: (239) 250-1202  Email: wfranz@smcpartners.com
www.smcpartners.com

The MEDCOR Group, Inc.

The MEDCOR Group, Inc. is a professional full-service FQHC medical billing company. Established in 1988, we have a proven track record of providing a full range of Revenue Cycle Management (RCM) services for FQHC and CHC entities on a national basis. MEDCOR is unmatched in managed care, EMR billing setups, and we are client-solution driven and will optimize your revenue to support your vision of meeting the needs of the underserved and disenfranchised.

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Benco Dental, headquartered in Pittston, Pennsylvania, is THE largest privately owned, full-service distributor of dental supplies, dental equipment, and dental consulting in the U.S. Founded in 1930 by Benjamin Cohen, the company has remained family owned and focused on the unique mission of “delivering success smile after smile.”

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www.benco.com

**Capital Link**

Capital Link is a nonprofit organization that has worked with hundreds of health centers and primary care associations for over 20 years to plan for sustainability and growth, access capital, improve and optimize operations and financial management, and articulate value. We provide an extensive range of services, customized according to need, with the goal of strengthening health centers - financially and operationally - in a rapidly changing marketplace.

Mark Lurtz, 40 Court St., 10th Fl., Boston, MA 02108
Phone: (636) 244-3082 Email: mlurtz@caplink.org
www.caplink.org

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i2i is revolutionizing clinical data exchange through its award-winning PHM platform! For over 18 years, i2i has demonstrated clinical outcome improvement with over 2,500 U.S. health care delivery sites across 36 states (20+ million lives). i2i also partners with health plans, providing bidirectional connectivity, significantly improving quality and lowering costs. i2i has the largest share of CHCs connected to a clinical data integration platform that provides transparency to payers and providers, bringing claims and EHRs together.

Justin Neece, 377 Riverside Dr., Ste. 300, Franklin, TN 37064
Phone: (615) 561-1190 Email: meredith.melrose@i2ipophealth.com
www.i2ipophealth.com

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MedTrainer’s compliance management suite is a powerful, innovative and affordable solution that encompasses the tools health care professionals need to streamline management, increase departmental collaboration, and simplify compliance. With a learning management system that has more than 200 custom courses; modules for management of policies and procedures; a license and credential tracking center; QuickCred™ provider credentialing; compliance tool kits; OIG/SAM checks; and security risk assessments, MedTrainer’s all-in-one solution simplifies compliance management and improves efficiency across practices.

Jorge Fernandez, 555 Cajon St., Ste. F, Redlands, CA 92373
Phone: (714) 824-9046 Email: jorge@medtrainer.com
www.medtrainer.com
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* For nonprofits with at least 50 employees on benefits with a gold or silver health care plan.

www.nonstopwellness.com

Nonstop is a proud participant in the Value in Benefits program from Community Health Ventures, business affiliate of the National Association of Community Health Centers.

For complete list of states and license numbers, please visit www.nonstopwellness.com/licenses.
Nonstop Wellness

Through NACHC’s Value in Benefits (ViB) program, Nonstop Administration and Insurance Services is proudly changing the way health centers and their employees access health care with our partially, self-funded health insurance program, Nonstop Wellness. The Nonstop Wellness program decreases the annual costs of health care for community health centers, while reducing or eliminating copays, deductibles, and coinsurance. Our mission is to ensure your CHC’s growth and sustainability – starting with the health and well-being of your employees.

Jody Schreffler, 2300 Clayton Rd., Ste. 1450, Concord, CA 94520
Phone: (503) 260-5634 Email: jschreffler@nonstopwellness.com
www.nonstopwellness.com

Relevant Healthcare Technologies, Inc.

Relevant provides simple, powerful analytics tools that provide community health centers with actionable insights into clinical quality and utilization trends, financials, and more. We launched in 2014 after working as health center data analysts for a decade and becoming frustrated with the limitations of existing software. Our products are elegant, easy to understand, transparent, and customizable. Come visit our booth to learn more!

Jacob Hodes, 11 Park Pl., Fl. 3, New York, NY 10007
Phone: (646) 801-0155 Email: jacob@relht.com
www.relevant.healthcare

The Fisher Consulting Group

The Fisher Consulting Group (FCG) provides affordable expertise to community health centers. FCG has extensive experience with solutions that help FQHCs thrive and survive in a constantly changing health care environment. Our focus is on delivering “Best Practices” and “Total Solutions” to our clients through a range of clinical, systems, billing, and executive consulting services. FCG recently expanded its operations to meet the growing needs of clinics by establishing MedClaim Comprehensive, a full-service FQHC centric billing service.

Jordan Schniper, 18264 Lake Harbor Ln., Prairieville, LA 70769
Phone: (866) 216-0215 Email: jschniper@fcg-health.com
www.fcg-health.com

Vigilance Health

Vigilance Health provides powerful strategies for FQHCs and CHCs that improve RAF scores while taking advantage of new revenue lines via Population Health management services. Our Care Teams focus on the non-face-to-face components of new CMS reimbursable services that drive patient outcome scores. Our current partners include some of the largest health centers in the nation and we have the capacity to help new partners launch these services quickly and efficiently.

Ryan Russell, 26610 Agoura Rd., #250, Calabasas, CA 91302
Phone: (805) 823-0981 Email: rrussell@vigilencehit.com
www.vigilancehealth.com
Visualutions, Inc.

Visualutions is a health care IT company with over 20 years invested in serving community health centers. We offer a variety of CHC-specific software solutions and services tailored to meet the unique and demanding needs of CHCs including revenue cycle management services, state and federal reporting, and clinical and financial analytics. Visualutions is committed to helping community health centers successfully navigate the market shift from volume to value, while improving patient outcomes in their communities.

Sandy Fuentes, 7440 Mintwood Ln., Spring, TX 77379
Phone: (281) 297-2257    Email: james.kaatz@visualutions.com
www.visualutions.com

Weitzman Institute/Community Health Center, Inc.

The Weitzman Institute is a research, training, and innovation center embedded in an a high-performing FQHC – Community Health Center, Inc. This front-line experience, fostered in primary care, inspired the creation of programs that are supporting health centers across the country.

Patti Feeney, 675 Main St., Middletown, CT 06457
Phone: (860) 347-6971    Email: Feeneyp@chc1.com
www.WeitzmanInstitute.org

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We help Federally Qualified Health Centers achieve positive community outcomes through internal performance improvement and partnerships with other community based organizations.

- Person-Centered Care Management
- Population Health Management, one person at a time
- Social Determinants of Health
- Community-based Referral Management
- Consent and Data Management
- Health Information Technology and Exchange
- Process Engineering
- Practice Transformation

SMC Partners...Helping make healthcare and social services better.

860-240-5600 www.smcpartners.com
HRSA supports twenty (20) National Cooperative Agreements (NCAs) working specifically to advance health center operations and patient outcomes. These NCAs work in coordination with each other, your state/regional primary care associations, and health center controlled networks to provide expert training and technical assistance.

Check out the new Health Center Resource Clearinghouse: [healthcenterinfo.org](http://healthcenterinfo.org). This is a new, one-stop shop for all of your resource needs. We are here to serve you!

### Healthcare Delivery to Special and Vulnerable Populations

<table>
<thead>
<tr>
<th>Association of Asian Pacific Community Health Organizations</th>
<th>National Center for Farmworker Health</th>
<th>National LGBT Health Education Center</th>
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<tr>
<td><a href="http://www.aapcho.org">http://www.aapcho.org</a></td>
<td><a href="http://www.ncfh.org">http://www.ncfh.org</a></td>
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<td><strong>AAPCHO</strong></td>
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<td>Corporation for Supportive Housing</td>
<td>National Center for Health in Public Housing</td>
<td>National Nurse-Led Care Consortium</td>
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<td><a href="http://www.csh.org">http://www.csh.org</a></td>
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<td><strong>CSH</strong></td>
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<td>Equitable Care for Elders – Harvard University School of Dental Medicine</td>
<td>National Health Care for the Homeless Council</td>
<td>School-Based Health Alliance</td>
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<td><a href="https://ece.hsdm.harvard.edu/">https://ece.hsdm.harvard.edu/</a></td>
<td><a href="http://www.nhchc.org">www.nhchc.org</a></td>
<td><a href="http://www.sbh4all.org">http://www.sbh4all.org</a></td>
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<th>Farmworker Justice</th>
<th>Migrant Clinicians Network</th>
<th>National Center for Medical-Legal Partnership</th>
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<td>Health Outreach Partners</td>
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<td>National Network for Oral Health Access</td>
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<th>Health Information Technology Training and Technical Assistance Center (HITEQ)</th>
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### Health Center Capacity Development

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<th>Association of Clinicians of the Underserved</th>
<th>MHP Salud</th>
<th>National Association of Community Health Centers</th>
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<td><a href="http://www.clinicians.org">www.clinicians.org</a></td>
<td><a href="http://www.mhpsalud.org">www.mhpsalud.org</a></td>
<td><a href="http://www.nachc.org">www.nachc.org</a></td>
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<td>Community Health Center, Inc.</td>
<td>National Center for Medical-Legal Partnership</td>
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<td><a href="http://www.weitzmaninstitute.org">www.weitzmaninstitute.org</a></td>
<td><a href="http://medical-legalpartnership.org">http://medical-legalpartnership.org</a></td>
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<td><strong>Capital Link</strong></td>
<td><strong>Community Health Center, Inc.</strong></td>
<td><strong>National Center for Medical-Legal Partnership</strong></td>
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<td><a href="http://www.nnoha.org">http://www.nnoha.org</a></td>
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<th>National Association of Community Health Centers</th>
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The National Association of Community Health Centers (NACHC) offers a wide variety of online and regional education trainings that encompass all facets of health center operations. Whether you need a refresher or are just starting out in a health center, NACHC offers trainings that will help you become more effective. Below is a partial list of upcoming trainings and conferences provided by NACHC.

<table>
<thead>
<tr>
<th>DATES</th>
<th>CONFERENCE/TRAINING</th>
<th>HOTEL</th>
<th>CITY</th>
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</thead>
<tbody>
<tr>
<td>January 9-10, 2019</td>
<td>Starting with Success: Building and Enhancing Your Health Center</td>
<td>Omni Royal Orleans Hotel</td>
<td>New Orleans, LA</td>
</tr>
<tr>
<td>January 23-24, 2019</td>
<td>Revenue Cycle 360°</td>
<td>Hyatt Place Charleston</td>
<td>Charleston, SC</td>
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<tr>
<td>February 6-8, 2019</td>
<td>Practical Art of Health Center Operations</td>
<td>Hilton Long Beach</td>
<td>Long Beach, CA</td>
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<tr>
<td>March 24-25, 2019</td>
<td>Workforce Summit</td>
<td>The Alexandrian Hotel</td>
<td>Alexandria, VA</td>
</tr>
<tr>
<td>April 10-11, 2019</td>
<td>Cultivating Health Center Operations</td>
<td>InterContinental Kansas City at the Plaza</td>
<td>Kansas City, MO</td>
</tr>
<tr>
<td>April 24-25, 2019</td>
<td>Financial Operations Management, Level II (FOM II)</td>
<td>The Drury Inn and Suites</td>
<td>New Orleans, LA</td>
</tr>
<tr>
<td>May 6-8, 2019</td>
<td>Conference for Agricultural Worker Health</td>
<td>Hotel Albuquerque</td>
<td>Albuquerque, NM</td>
</tr>
<tr>
<td>May 14-15, 2019</td>
<td>NACHC Leadership LIVE!</td>
<td>Westin Washington National Harbor</td>
<td>Oxon Hill, MD</td>
</tr>
<tr>
<td>June 5-6, 2019</td>
<td>Financial Operations Management, Level III (FOM III)</td>
<td>Magnolia Hotel</td>
<td>Denver, CO</td>
</tr>
<tr>
<td>June 12-13, 2019</td>
<td>Elevating Health Center Operations</td>
<td>Crowne Plaza Downtown Convention Center</td>
<td>Portland, OR</td>
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<tr>
<td>June 17-20, 2019</td>
<td>Managing Ambulatory Health Care III</td>
<td>Omni Parker House</td>
<td>Boston, MA</td>
</tr>
<tr>
<td>August 16-20, 2019</td>
<td>Community Health Institute (CHI) &amp; EXPO</td>
<td>Hyatt Regency Chicago</td>
<td>Chicago, IL</td>
</tr>
<tr>
<td>September 23-26, 2019</td>
<td>Managing Ambulatory Health Care II</td>
<td>Renaissance Seattle</td>
<td>Seattle, WA</td>
</tr>
<tr>
<td>October 23-25, 2019</td>
<td>Financial, Operations Management/Information Technology (FOM/IT) Conference</td>
<td>Hilton Chicago</td>
<td>Chicago, IL</td>
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<tr>
<td>August 28 - September 1, 2020</td>
<td>Community Health Institute (CHI) &amp; EXPO</td>
<td>Manchester Grand Hyatt</td>
<td>San Diego, CA</td>
</tr>
<tr>
<td>October 19-21, 2020</td>
<td>Financial, Operations Management/Information Technology (FOM/IT) Conference</td>
<td>Rio All Suite Hotel and Casino</td>
<td>Las Vegas, NV</td>
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<tr>
<td>March 15-18, 2021</td>
<td>Policy &amp; Issues Forum (P&amp;I) Committee Meetings: March 12-14, 2021</td>
<td>Marriott Wardman Park</td>
<td>Washington, DC</td>
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<tr>
<td>May 4-6, 2021</td>
<td>Conference for Agricultural Worker Health</td>
<td>Grand Hyatt Denver</td>
<td>Denver, CO</td>
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<tr>
<td>August 20-24, 2021</td>
<td>Community Health Institute (CHI) &amp; EXPO</td>
<td>Hyatt Regency Orlando</td>
<td>Orlando, FL</td>
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To register for these and future trainings, visit us at [http://nachc.org/trainings-and-conferences/](http://nachc.org/trainings-and-conferences/).

For additional information on NACHC Training, contact Sherry Giles at sgiles@nachc.com or Helene Slavin at hslavin@nachc.com.
CHV has leveraged the national purchasing power of health centers to negotiate discounted prices for the products and services health centers use.

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